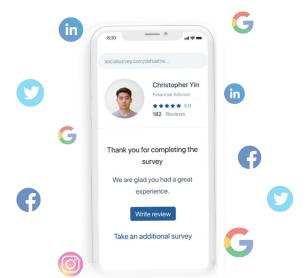


Experience Management Platform Score See How Reputation.com Stacks Up





The name says it all. Reputation.com is a reputation management company. They offer companies a platform to manage their online reputation with reviews, listings, and pages. Experience.com's full experience platform offers that and a lot more.



EXPERIENCE MANAGEMENT

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Customer Experience		
Build customized surveys	•	•
Every question type		
Conditional surveys with branching	•	\otimes
Personalized surveys with employee name and photo	lacksquare	\otimes
Automated survey delivery via SMS and Email	⊘	Ø
Widgets and APIs to map and share CX data		
Multiple journey-based survey templates	•	
Collects feedback at every meaningful moment (Journeys)		Ø
Integrates with your point of sale for complete automation		
Automated reminders for incomplete survey	•	•
Unhappy customer resolution workflows		Ø
Marketing workflows to share happy sentiment	•	
Collects interactions from social media sites	•	\otimes
Listens to calls and uses Al to detect sentiment	•	\otimes
Collects data from chat interactions	⊘	\otimes
Create consolidated reporting from omnichannel data		\otimes
Employee Experience		
Collect surveys from your employees	•	\otimes
Recruiting experience survey template		\otimes
Exit interview surveys	•	\otimes
Annual employee engagement surveys		\otimes
On-demand employee pulse surveys	•	\otimes
Integrates with your HR system (i.e. active directory)		\otimes
Tracks and escalates issues to relevant leaders	•	\otimes
APIs to share sentiment on recuiting sites and social media		\otimes
Creates 3rd party reviews on Glassdoor and Indeed	•	\otimes
Benchmarks team and department performance	•	\otimes
Product Experience		
Product survey templates	•	Ø
Shopping integrations to survey based on product purchased	•	\otimes
Integrates with your point of sale / cart software	•	•
Conditional and branching logic	⊘	\otimes
Workflows to escalate issues to product teams	⊘	•
Shares happy customer reviews in marketing and social	•	•

Integrate with every level of your organization Map journeys and collect feedback at every meaningful moment Method Glove Orboarding Perform quarterly and/or annual CX program audits Request free on-demand reporting CX BEHAVIOR AND ANALYTICS Organizational Hierarchy Full organizational Hierarchy Full organizational Hierarchy within a campatign CX Social, and review signals in a single dashboard CX social, and review signals in a single dashboard CX social, and review signals in a single dashboard Experting and workflows at each level of the hierarchy Experting and workfl	CX Consulting		
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	Secondary review sharing (multiple sites)	Ø	⊘

Widgets and APIs to map and share reviews on your sites	•	
Pull reviews in from review sites (i.e. Google, Facebook)	lacksquare	Ø
Read and reply to 3rd party reviews in-platform	•	
Industry specific review site integrations	lacksquare	Ø
Unique URL for every review	•	\otimes
Unhappy customer review escalation workflows	lacksquare	
Professional Reputation		
Profile pages for professionals with Reviews	•	•
Professional websites on company domains	lacksquare	\otimes
Al Enabled Chat	•	\otimes
Location Reputation		
Business Listings Management		•
Professional Practitioner Pages	•	•
Voice Search Optimization		•

^{*}We make every attempt to keep this information accurate. In some cases, a company will have a part of a feature. In this circumstance, we show YES. The listed companies continue to add features and products to their platforms. As they do, we attempt to keep this information up to date. If you see inaccurate data, please report it immediately to Imckinley@socialsurvey.com so we can adjust.







Collect customer feedback on employees not just locations

Automatically amplify positive reviews for SEO boost (Facebook, Zillow, BBB, and more) Scoreboard employee CX performance for coaching, rewards

See our platform in action

Drive intelligent CX feedback campaigns and use that feedback to amplify marketing, boost customer-focused employee behavior, all while building a strong brand reputation.

Schedule a personal demo with us today! demo@Experience.com | (925) 553-4716